

2.15 Service Delivery Standards

Table 13 _ Service Delivery Standards

Eastern Cape: Sundays River Valley Municipality(EC106) - Final Schedule of Service Delivery Standards Table 2018	
Description	
Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once per week
Premise based removal (Business Frequency)	Twice per week
Bulk Removal (Frequency)	Not applicable
Removal Bags provided(Yes/No)	One bag per household per week
Garden refuse removal Included (Yes/No)	Yes, is included
Street Cleaning Frequency in CBD	Everyday
Street Cleaning Frequency in areas excluding CBD	Bi-monthly and when need arises
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	Longer
Recycling or environmentally friendly practices(Yes/No)	Yes, by an independent company
Licensed landfill site(Yes/No)	Yes, all three licensed
Water Service	
Water Quality rating (Blue/Green/Brown/NO drop)	Blue
Is free water available to all? (All/only to the indigent consumers)	Yes
Frequency of meter reading? (per month, per year)	per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	12 months

On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>	
One service connection affected (number of hours)	2 hours
Up to 5 service connection affected (number of hours)	4 hours
Up to 20 service connection affected (number of hours)	4-8 hours
Feeder pipe larger than 800mm (number of hours)	24 hours
What is the average minimum water flow in your municipality?	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	2 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes
Electricity Service	
What is your electricity availability percentage on average per month?	2005 kva
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
What is the frequency of meters being read? (per month, per year)	per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	12 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	one day
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	5 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes

How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	25 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	25 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	60 days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	N/A - not recycling for human consumption
To what extend do you subsidize your indigent consumers?	100 per cent
<i>How long does it take to restore sewerage breakages on average</i>	
Severe overflow? (hours)	96 hours
Sewer blocked pipes: Large pipes? (Hours)	72 hours
Sewer blocked pipes: Small pipes? (Hours)	24 hrs
Spillage clean-up? (hours)	8 hours
Replacement of manhole covers? (Hours)	2 weeks
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	96 hours
Time taken to repair a single pothole on a minor road? (Hours)	96 hours
Time taken to repair a road following an open trench service crossing? (Hours)	month for soil to settle- work 96 hours
Time taken to repair walkways? (Hours)	96 hours
Property valuations	
How long does it take on average from completion to the first account being issued?	one month

(one month/three months or longer)	
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsourced? (Yes/No)	Yes
Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	90 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No
Administration	
Reaction time on enquiries and requests?	24 hrs
Time to respond to a verbal customer enquiry or request? (working days)	2 days
Time to respond to a written customer enquiry or request? (working days)	3 days
Time to resolve a customer enquiry or request? (working days)	2 days
What percentage of calls are not answered? (5%,10% or more)	5
How long does it take to respond to voice mails? (hours)	N/A
Does the municipality have control over locked enquiries? (Yes/No)	No
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	A week
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	ad hoc basis (as and when need arrives) (once a week)
Community safety and licensing services	

How long does it take to register a vehicle? (minutes)	Five (5) minutes
How long does it take to renew a vehicle license? (minutes)	Five (5) minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	Ten (10) minutes
How long does it take to de-register a vehicle? (minutes)	Ten (10) minutes
How long does it take to renew a drivers license? (minutes)	Fifteen (15) minutes
What is the average reaction time of the fire service to an incident? (minutes)	Fifteen (15) minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A (Provincial function)
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A (Provincial function)
Economic development	
How many economic development projects does the municipality drive?	9
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	3
What percentage of the projects have created sustainable job security?	22
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes